

TCPN #20 FY04 GSA Smartpay Conference August 2004

Note: All Points of Contact - IT IS YOUR RESPONSIBILITY TO GIVE THIS NOTICE WIDEST DISSEMINATION TO PROGRAM PARTICIPANTS TO INCLUDE APCs, AOs, Certifying Officials and Card Users (if applicable) IN YOUR HIERARCHY.

The 6th Annual GSA SmartPay® Conference will be held August 24-26, 2004 in New Orleans, LA. You can also visit the GSA Website at www.gsa.gov/gsasmartpay or click <http://www.gsa.gov/gsasmartpay> or click http://www.gsa.gov/Portal/gsa/ep/contentView.do?P=FCXM&contentId=15017&contentType=GSA_BASIC to access the GSA SmartPay Conference event. This page will provide details on how to register for the conference, hotel information, and a detailed brochure for the event.

Who should attend? Agency/Organization Program Coordinators and Designated Billing Office Personnel for purchase, travel and fleet business lines of the GSA SmartPay® charge card programs. The training presented at this conference is not for card users.

What is the purpose? Get the tools you need to "fine tune" your charge card program. Whether you're a novice program coordinator just learning the basics or a seasoned professional looking to use the latest enhancements and innovations to bring your program to new levels of success, you'll find what you need at this conference. A lively mix of hands-on electronic access training, best practice roundtables, and information packed lectures will keep you jazzed throughout the conference. This is the premier opportunity for you to meet and network with your colleagues across the government and to get to know your bank's client support staff.

Can I earn CEU credits? For the first time, you can earn Continuing Education Unit (CEU) credits for attendance of some GSA SmartPay® Conference sessions.

How do I get hotel reservations? Please check the Website at www.gsa.gov/gsasmartpay or <http://www.gsa.gov/gsasmartpay> early and often for the release of hotel reservation information as it becomes available. Click on the "In the News" link to obtain all information about the conference.

How do I register? You can register online <http://www.psava.com/smartpay2004/home.asp>. There is no registration fee associated with this conference. For further information, contact Professional and Scientific Associates at 1-800-772-8232.

Navy Training/Breakout Sessions

The DON eBusiness Operations Office Travel Card Team is on the GSA Conference schedule to make a presentation Tuesday afternoon from 2:30-4:30 in Ballroom B at the Sheraton - 5th Floor.

Visit the DON eBusiness Operations Office booth at the conference. The booth will be located in the Sheraton Exhibit Hall on the 2nd floor, Rhythms Ballroom. Stop by to meet our staff, get the latest information about the programs and learn about our office initiatives.

Additionally, the bank is providing the following training:

BOA Schedule for the GSA SmartPay® Conference in New Orleans, LA

August 23-26, 2004

During the three-day conference, Bank of America will conduct 44 lectures, 23 hands-on computer classes, and four hours of computer lab time. Each session focuses on client-defined critical needs with emphasis on reports, card program management, and industry best practices. In addition, new sessions are planned to discuss program improvements and new products and services. Class descriptions and track agendas will be published in the conference brochure and hard copies of the agendas will be distributed in the Bank of America Welcome Center. Also available at the Welcome Center, will be demonstrations of Bank of America's newest offerings including prepaid card, MyEasyPayment.com and a special preview of the new EAGLS look and feel.

Bank of America Client Welcome Center - Bonaparte Room
(4th Floor Marriott)

Tuesday, August 24th 1:00 pm – 5:00 pm

Wednesday, August 25th 8:00 am – 5:00 pm

Thursday, August 26th 8:00 am – 5:00 pm

The following are examples of the workshops that will be offered at the Conference.

CBA Travel Card Program Management

70-minute lecture session

This session is an overview of information specific to proper use and management of CBAs. This session focuses on the Centrally Billed Account (CBA) Travel Card Program. Topics include utilization rates, disputing CBA transactions, ACH payments, and travel industry spend.

Recommended for all A/OPCs with Centrally Billed Travel Card Programs.

Thursday, August 26 2:00 pm – 3:10 pm (Navy/Marines Track)

Travel Card Best Practices

70-minute lecture session

Learn how to implement proven program management techniques into your own organization. Come and listen to fellow A/OPC's as they share tried and true approaches and strategies to managing a successful card program. This is a joint session for all Department of Defense agencies. Best

practices for civilian agencies will be reviewed in the program management classes for the Civilian

Purchase and Travel Tracks.

Recommended for all A/OPCs

Tuesday, August 24 1:00 pm – 2:10 pm (Department of Defense)

2:30 pm – 3:40 pm (Department of Defense)

Travel Card Program Management

70-minute lecture session

This session includes an overview of program updates and best practices for the Travel Card Program. This session covers topics specific to the Travel Card program including split disbursement, chargeoffs, active/inactive accounts and travel dollar industry-spend top vendors. In addition, the disputes process and best practices will be discussed.

Recommended for all A/OPCs with Travel Card Programs.

Thursday, August 26 8:00 am – 9:10 am (Army and Navy/Marines Track)

Rookie Review

70-minute lecture session

New A/OPCs get a review of basics for managing a successful card program.

Designed with the new A/OPC in mind, this session includes basic charge card information, A/OPC monthly checklist, delinquency stages and delinquency management and hierarchy management.

Recommended for new A/OPCs with less than one-year of experience.

Thursday, August 26 9:30 am – 10:40 am (Army and Navy/Marines Track)

Collections Briefing and Risk Management

70-minute lecture session

Gain a better understanding of your agency's current delinquency status.

This session includes an overview of, and updates to, the Salary Offset Program and a review of your agency's current delinquency status. Discussion will also include the use of Exception Reports to detect and prevent account misuse and abuse.

Recommended for all A/OPCs.

Thursday, August 26 12:30 pm – 1:40 pm (Navy/Marines Track)

2:00 pm – 3:10 pm (Army Track)

Benchmarks for Success

70-minute lecture session

Obtain an overview of benchmarks for a successful card program and learn how to apply these to your program.

In this session we'll discuss why benchmarking is important for a successful card program and you'll learn about the ways you can apply benchmarks to your agency's program. Topics include goal setting, maximizing card program benefits, card program efficiencies and employee compliance.

Recommended for all A/OPCs.

Thursday, August 26 3:30 pm – 4:40 pm (Army and Navy/Marines Tracks)

Agency Support

70-minute lecture session

An overview of the Government Card Agency Support Unit

Get the tools you need to succeed with this overview of the Government Card Agency Support Unit. This session focuses on the technology and services available to assist you in fine-tuning your card program. We'll also review maintenance forms and discuss the application life cycle.

Recommended for all A/OPCs.

Tuesday, August 24 1:00 pm – 2:20 pm

Wednesday, August 25 8:00 am – 9:10 am

12:30 pm – 1:40 pm

2:00 pm – 3:10 pm

3:30 pm – 4:40 pm

Thursday, August 26 8:00 am – 9:10 am

12:30 pm – 1:40 pm

Government Card Services Technical Help Desk

70-minute lecture session

Get detailed information about the many features of the Technical Help Desk and how you can use them to manage your card program. This session is a review of features available on the Technical Help Desk Web site such as MCC

Tables, Forms, NewsBlast Archives, EAGLS A/OPC Training Schedule, Job Aids and much more.

Recommended for all A/OPCs.

Tuesday, August 24 2:30 pm – 3:40 pm

Wednesday, August 25 8:00 am – 9:10 am

12:30 pm – 1:40 pm

3:30 pm – 4:40 pm

Thursday, August 26 9:30 am – 10:40 pm

12:30 pm – 1:40 pm

What's New

70-minute lecture session

This session is an overview of the new initiatives taking place within Government Card Services. This course will review recent program, procedural and system improvements and will preview coming events within Government Card.

Recommended for all A/OPCs.

Wednesday, August 25 9:30 am – 10:40 am

2:00 pm – 3:10 pm

Thursday, August 26 8:00 am – 9:10 am

9:30 am – 10:40 am

EAGLS™ Computer Lab

Visit the EAGLS Computer Lab for one-on-one assistance with the EAGLS system. Our staff is available to help answer your questions, reset passwords, or you can use this opportunity to get help with a specific EAGLS function. Be sure to bring your EAGLS ID and password to access your account information.

Tuesday, August 24 1:00 pm – 5:00 pm Salons F, G, H, (3rd Floor Marriott)

EAGLSTM Fundamentals

70-minute hands-on session

New A/OPC's, join us in this overview of EAGLS™, Bank of America's web-based card program management tool. New users will learn how to log on and navigate through the system, become familiar with search, inquiry and basic maintenance functions. Find out how to activate/deactivate accounts and review statements.

Recommended for A/OPCs with less than one-year of experience.

Wednesday, August 25 8:00 am – 9:10 am

(Army, Navy/Marines, & Civilian Purchase Card Tracks)

EAGLS™ Reporting Tool Basics

70-minute hands-on session

Learn how to schedule, sort, review and utilize reports to manage your card program. This interactive hands-on session gives you the opportunity to become familiar with a wealth of card program information available through the EAGLS™ Reporting Tool function. You will learn how to schedule, sort and view online reports and learn how to use key reports to manage your agency's program.

Recommended for A/OPCs with less than one-year of experience.

Wednesday, August 25 9:30 am – 10:40 am

(Army, Navy/Marines, and Civilian Purchase Card Tracks)

EAGLSTM for Seasoned A/OPCs

100-minute hands-on session

An overview of EAGLSTM advanced features and functions

Join us as you learn the many ways to use EAGLS™ to effectively fine-tune your card program. Learn how to perform daily administrative and maintenance tasks such as hierarchy transfers, managing your queues, and updating Point of Contact information on-line. We'll also review statement transactions in EAGLS.

Recommended for A/OPCs with more than one-year of experience.

Wednesday, August 25 12:30 pm – 2:10 pm

(Army, Navy/Marines, and Civilian Purchase Card Tracks)

Reporting Tools for Delinquency Management

100-minute hands-on session

Learn about the reports available to help manage your travel card program.

In this session we'll focus on our suite of delinquency reports. You'll learn how to fine-tune your card program using these reports and keep your cardholders travel ready.

Recommended for A/OPCs with more than one-year experience.

Wednesday, August 25 2:30 pm – 4:10 pm (Army and Navy/Marines Tracks)

Bank of America does not require advance registration for workshops. Each session is available on a first-come-first-serve basis. We look forward to seeing you in New Orleans!

All Travel Card Periodic Notices (TCPNs) are located on our website www.don-ebusiness.navsup.navy.mil <<http://www.don-ebusiness.navsup.navy.mil>> under the Policy tab. Please send any questions/comments to travel_card@navsup.navy.mil.

Helpdesk

Navy Travel Card Component Program Manager (CPM)

DON eBusiness Operations Office

Card Management Office

5450 Carlisle Pike; P.O. Box 2050

Mechanicsburg, PA 17055

Fax: (717) 605-9362

travel_card@navsup.navy.mil

Check out the new DON eBusiness Operations Office website at www.don-ebusiness.navsup.navy.mil